



INVITATION TO BID NO: 10-X-2214591

STATE OF ALABAMA  
DEPARTMENT OF FINANCE  
DIVISION OF PURCHASING

INVITATION TO BID

REQ. AGENCY : 002000  
ALABAMA ABC BOARD  
AGENCY REQ. NO. : 104000  
T-NUMBER : TA787  
DATE ISSUED : 12/03/09  
VENDOR NO. :  
VENDOR PHONE NO. :  
SNAP REQ. NO. : 1429855  
BUYER NAME : RAY BRESSLER

FOR: CREDIT CARD PROCESSING/ STORES BUYER PHONE NO. : (334) 242-4670-  
MANDATORY PREBID CONFERENCE 12/10 @ 1:30 PURCHASING PHONE NO: (334) 242-7250

BID MUST BE RECEIVED BEFORE:  
DATE: 12/16/09 TIME: 5:00 PM

BIDS WILL BE PUBLICLY OPENED:  
DATE: 12/17/09 TIME: 10:00 AM

TO BE COMPLETED BY VENDOR

INFORMATION IN THIS SECTION SHOULD BE PROVIDED, AS APPROPRIATE. BID RESPONSE  
MUST BE IN INK OR TYPED WITH ORIGINAL SIGNATURE AND NOTARIZATION.

1. DELIVERY: CAN BE MADE \_\_\_\_\_ DAYS OR \_\_\_\_\_ WEEKS AFTER RECEIPT OF ORDER
2. TERMS: \_\_\_\_\_(DISCOUNTS ARE TAKEN WITHOUT REGARD TO DATE OF PAYMENT.)
3. PRICE VALID FOR ACCEPTANCE WITHIN \_\_\_\_\_ DAYS.
4. VENDOR QUOTATION REFERENCE NUMBER, IF ANY: \_\_\_\_\_  
(THIS NUMBER WILL APPEAR ON THE PURCHASE ORDER.)
5. E-MAIL ADDRESS: \_\_\_\_\_  
INTERNET WEBSITE: \_\_\_\_\_
6. GENERAL CONTRACTOR'S LICENSE NO: \_\_\_\_\_  
TYPE OF G.C. LICENSE: \_\_\_\_\_

\*\*\*\*\* IMPORTANT NOTE: \*\*\*\*\*

BIDDERS MUST COMPLY WITH ALL "BID RESPONSE INSTRUCTIONS" ON PAGE 2, TO INCLUDE  
ITEM 7 - COPY REQUIREMENT.

RETURN INVITATION TO BID:

US MAIL

COURIER

STATE OF ALABAMA  
DEPARTMENT OF FINANCE  
DIVISION OF PURCHASING  
P O BOX 302620  
MONTGOMERY, AL 36130-2620

STATE OF ALABAMA  
DIVISION OF PURCHASING  
RSA UNION BUILDING  
100 N. UNION ST., SUITE 192  
MONTGOMERY, AL 36104

SIGNATURE AND NOTARIZATION REQUIRED

I HAVE READ THE ENTIRE BID AND AGREE TO FURNISH EACH ITEM OFFERED AT THE PRICE QUOTED.  
I HERBY AFFIRM I HAVE NOT BEEN IN ANY AGREEMENT OR COLLUSION AMONG BIDDERS IN  
RESTRAINT OF FREEDOM OF COMPETITION BY AGREEMENT TO BID AT A FIXED PRICE OR TO  
REFRAIN FROM BIDDING.

SWORN TO AND

FEIN OR SSN

AUTHORIZED SIGNATURE (INK)

SUBSCRIBED BEFORE ME THIS

COMPANY NAME

TYPE/PRINT AUTHORIZED NAME

\_\_\_\_\_ DAY OF \_\_\_\_\_

MAIL ADDRESS

TITLE

NOTARY PUBLIC

CITY, STATE, ZIP

TOLL FREE NUMBER

TERM EXP: \_\_\_\_\_

PHONE INCLUDING AREA CODE

FAX NUMBER

STANDARD TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER: -

ITB NO. : 10-X-2214591

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INVITATION TO BID

OPEN DATE : 12/17/09 TIME: 10:00 AM

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AUTHORITY:

THE DEPARTMENT OF FINANCE CODE OF ADMINISTRATIVE PROCEDURE, CHAPTER 355-4-1 EFFECTIVE DECEMBER 20, 2001 IS INCORPORATED BY REFERENCE AND MADE A PART OF THIS DOCUMENT. TO RECEIVE A COPY CALL (334)242-7250, OR OUR WEBSITE WWW.PURCHASING.ALABAMA.GOV .

INFORMATION AND ASSISTANCE TO MINORITY BUSINESSES IN THE TECHNICAL COMPLETION OF REQUIRED FORMS MAY BE OBTAINED FROM THE OFFICE OF MINORITY BUSINESS ENTERPRISE, 1-800-447-4191.

BID (ITB) RESPONSE INSTRUCTIONS

REV: 09/18/09

1. TO SUBMIT A RESPONSIVE BID, READ THESE INSTRUCTIONS, ALL TERMS, CONDITIONS AND SPECIFICATIONS.
2. BID ENVELOPES/PACKAGES/BOXES MUST BE IDENTIFIED ON FRONT, PREFERABLY LOWER LEFT CORNER AND BE VISIBLE WITH THE BID NUMBER AND OPENING DATE. EACH INDIVIDUAL BID (IDENTIFIED BY A UNIQUE BID NUMBER) MUST BE SUBMITTED IN A SEPARATE ENVELOPE. RESPONSES TO MULTIPLE BID NUMBERS SUBMITTED IN THE SAME ENVELOPE/COURIER PACKAGE, THAT ARE NOT IN SEPARATE ENVELOPES PROPERLY IDENTIFIED, WILL BE REJECTED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR LATE BIDS FOR ANY REASON INCLUDING THOSE DUE TO POSTAL, OR COURIER SERVICE. BID RESPONSES MUST BE IN THE DIVISION OF PURCHASING OFFICE PRIOR TO THE "RECEIVE DATE AND TIME" INDICATED ON THE BID.
3. BID RESPONSES (PAGE 1, PRICE SHEET AND ADDENDUMS (WHEN SIGNATURE IS REQUIRED)) MUST BE IN INK OR TYPED ON THIS DOCUMENT. OR EXACT FORMAT WITH SIGNATURES BEING HANDWRITTEN ORIGINALS IN INK (PERSON SIGNING BID, NOTARY, AND NOTARY EXPIRATION), OR THE BID WILL BE REJECTED. UNLESS INDICATED IN THE BID, ALL PRICE PAGES MUST BE COMPLETED AND RETURNED. IF AN ITEM IS NOT BEING BID, IDENTIFY IT AS NB (NO-BID). PAGES SHOULD BE SECURED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR MISSING PAGES. FAXED BID RESPONSES WILL NOT BE ACCEPTED.
4. THE UNIT PRICE ALWAYS GOVERNS REGARDLESS OF THE EXTENDED AMOUNT. A UNIT PRICE CHANGE ON A LINE MUST BE INITIALED BY THE PERSON SIGNING THE BID, OR THAT LINE WILL BE REJECTED. THIS INCLUDES A CROSS-OUT, STRIKE-OVER, INK-OVER, WHITE-OUT, ERASURE, OR ANY OTHER METHOD CHANGING THE PRICE.
5. A "NO BID" MUST BE RETURNED TO REMAIN ON A CLASS/SUBCLASS. RETURN PAGE 1 OR NOTIFICATION PAGE MARKED "NO-BID". IDENTIFY IT ON THE ENVELOPE AS A "NO-BID". FAILING TO RESPOND TO 3 ITB'S WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. RESPONDING WITH 6 "NO-BIDS" WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. A "NO-BID" RECEIVED LATE IS CONSIDERED A NO RESPONSE.
6. THE DIVISION OF PURCHASING IS NOT RESPONSIBLE FOR MISINTERPRETATION OF DATA FAXED FROM THIS OFFICE.
7. THE DIVISION OF PURCHASING REQUIRES AN ORIGINAL AND A MINIMUM OF ONE COMPLETE EXACT COPY (TO INCLUDE SIGNATURE AND NOTARY) OF THE INVITATION-TO-BID RESPONSE. THE ORIGINAL AND THE COPY SHOULD BE SUBMITTED TOGETHER AS A BID PACKAGE. FAILURE TO MARK RESPONSES AS "ORIGINAL" AND/OR "COPY" COULD RESULT IN THE ENTIRE BID RESPONSE BEING REJECTED.
8. AN IMPROPERLY SUBMITTED BID, LATE BID, OR BID THAT IS CANCELLED ON OR BEFORE THE OPENING DATE WILL BE HELD FOR 90 DAYS AND THEN DESTROYED. THE BID MUST BE RETRIEVED DURING REGULAR WORK HOURS, MONDAY - FRIDAY, EXCEPT STATE HOLIDAYS. AFTER THE BID IS DESTROYED, THE DIVISION OF PURCHASING ASSUMES NO RESPONSIBILITY FOR THE DOCUMENT.

DISQUALIFIED/CANCELLED BID

BIDS THAT ARE IMPROPERLY SUBMITTED OR RECEIVED LATE WILL BE A RESPONSE FOR RECORD, BUT WILL NOT BE RETURNED OR A NOTIFICATION MAILED.

THE FOLLOWING IS A PARTIAL LIST WHEREBY A BID RESPONSE WILL BE DISQUALIFIED:

BID NUMBER NOT ON FACE OF ENVELOPE/COURIER PACKAGE/BOX  
RESPONSES TO MULTIPLE BID NUMBERS IN SAME ENVELOPE NOT PROPERLY IDENTIFIED  
BID RECEIVED LATE  
BID NOT SIGNED/NOT ORIGINAL SIGNATURE  
BID NOT NOTARIZED/NOT ORIGINAL SIGNATURE OF NOTARY AND/OR NO NOTARY EXPIRATION  
NOTARIZED OWN SIGNATURE  
REQUIRED INFORMATION NOT SUBMITTED WITH BID  
FAILURE TO SUBMIT THE ORIGINAL BID AND A COMPLETE EXACT COPY

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116, CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. BY SUBMITTING THIS BID, THE BIDDER IS HEARBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.

SPECIAL TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER: -  
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INVITATION TO BID

#### INTENT TO AWARD

EFFECTIVE MAY 1, 2008, THE STATE OF ALABAMA - DIVISION OF PURCHASING WILL ISSUE AN 'INTENT TO AWARD' BEFORE A FINAL AWARD IS MADE. THE 'INTENT TO AWARD' WILL CONTINUE FOR A PERIOD OF FIVE (5) CALENDAR DAYS, AFTER WHICH A PURCHASE ORDER WILL BE PRODUCED. UPON FINAL AWARD, ALL RIGHTS TO PROTEST ARE FORFEITED. A DETAILED EXPLANATION OF THIS PROCESS MAY BE REVIEWED IN THE ALABAMA ADMINISTRATIVE CODE - CHAPTER 355-4-1(14).

#### ALTERNATE BID RESPONSE

UNLESS STATED ELSEWHERE IN THIS INVITATION-TO-BID (ITB) THE STATE OF ALABAMA WILL ACCEPT AND EVALUATE ALTERNATE BID SUBMITTALS ON ANY ITB'S. ALTERNATE BID RESPONSES WILL BE EVALUATED ACCORDING TO THE REQUIREMENTS AS ALL OTHER RESPONSES TO THIS ITB.

#### INTERNET WEBSITE LINK'S

INTERNET AND/OR WEBSITE LINKS WILL NOT BE ACCEPTED IN BID RESPONSES AS A MEANS TO SUPPLY ANY REQUIREMENTS STATED IN THIS ITB (INVITATION-TO-BID).

#### PRODUCT DELIVERY, RECEIVING AND ACCEPTANCE

IN ACCORDANCE WITH THE UNIVERSAL COMMERCE CODE (CODE OF ALABAMA, TITLE 7), AFTER DELIVERY, THE STATE OF ALABAMA HAS THE RIGHT TO INSPECT ALL PRODUCTS BEFORE ACCEPTING. THE STATE WILL INSPECT PRODUCTS IN A REASONABLE TIMEFRAME. SIGNATURE ON A DELIVERY DOCUMENT DOES NOT CONSTITUTE ACCEPTANCE BY THE STATE. THE STATE WILL ACCEPT PRODUCTS ONLY AFTER SATISFACTORY INSPECTION.

#### SALES TAX EXEMPTION

PURSUANT TO THE CODE OF ALABAMA, 1975, TITLE 40-23-4 (A) (11), THE STATE OF ALABAMA IS EXEMPT FROM PAYING SALES TAX. AN EXEMPTION LETTER WILL BE FURNISHED UPON REQUEST.

#### INVOICES

INQUIRIES CONCERNING PAYMENT AFTER INVOICES HAVE BEEN SUBMITTED ARE TO BE DIRECTED TO THE RECEIVING AGENCY, NOT THE DIVISION OF PURCHASING

#### BID RESPONSES AND BID RESULTS

UNEVALUATED BID RESPONSES (NOT BID RESULTS) ARE AVAILABLE ON OUR WEB SITE AT WWW.PURCHASING.ALABAMA.GOV. BID RESULTS WILL BE MADE AVAILABLE FOR REVIEW IN THE DIVISION OF PURCHASING OFFICE, BUT ONLY AFTER THE BID HAS BEEN AWARDED. WE DO NOT FAX OR MAIL COPIES OF BID RESULTS. IF A VENDOR WISHES TO REVIEW BID RESULTS IN OUR OFFICE, THEY SHOULD FAX THEIR REQUEST TO REVIEW THE BID TWO DAYS IN ADVANCE TO THE "BID REVIEW CLERK" AT (334) 242-4419. BE SURE TO REFERENCE THE BID NUMBER.

#### FOREIGN CORPORATION - CERTIFICATE OF AUTHORITY

ALABAMA LAW PROVIDES THAT A FOREIGN CORPORATION (AN OUT-OF-STATE COMPANY/FIRM) MAY NOT TRANSACT BUSINESS IN THE STATE OF ALABAMA UNTIL IT OBTAINS A CERTIFICATE OF AUTHORITY FROM THE SECRETARY OF STATE. SECTION 10-2B-15.01, CODE OF ALABAMA 1975. TO OBTAIN FORMS FOR A CERTIFICATE OF AUTHORITY, CONTACT THE SECRETARY OF STATE, CORPORATIONS DIVISION, (334) 242-5324. THE CERTIFICATE OF AUTHORITY DOES NOT KEEP THE VENDOR FROM SUBMITTING A BID.

#### BID IDENTIFICATION

REFERENCE PAGE 2, ITEM 2. DUE TO THE POSTAL SERVICE PUTTING BAR CODE LABELS ON ENVELOPES, IT CONCEALS THE BID NUMBER AND DATE IF THE VENDOR HAS WRITTEN THEM OTHER THAN THE LOWER LEFT CORNER, THEREFORE THE BID WOULD BE REJECTED FOR NOT BEING PROPERLY IDENTIFIED.

SPECIAL TERMS & CONDITIONS

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INVITATION TO BID

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AWARD:

THE AWARD SHALL BE MADE TO THE LOWEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS. (NOTE: ALL FILL-IN AMOUNTS ON THE PRICE SHEET WILL BE WEIGHTED AS DESCRIBED UNDER LINE 00001 OF PRICE SHEET -THE FIGURES FOR WEIGHTING WILL BE SEALED AND PLACED IN BID FILE UNTIL BID OPENING WHEN THE FIGURES ARE DISTRIBUTED TO BIDDERS IN ATTENDANCE. BIDDERS WANTING THE FIGURES CAN REQUEST AFTER BID OPENING BY SENDING EMAIL TO BUYER RAY.BRESSLER@PURCHASING.ALABAMA.GOV)

ASSIGNMENT OF CONTRACT:

TO ASSIGN, SUBLET OR TRANSFER ANY CONTRACT RESULTING FROM THIS SOLICITATION, THE VENDOR'S WRITTEN REQUEST MUST BE APPROVED BY THE STATE PURCHASING DIRECTOR.

NON-APPROPRIATION OF FUNDS:

CONTINUATION OF ANY AGREEMENT BETWEEN THE STATE AND A BIDDER BEYOND A FISCAL YEAR IS CONTINGENT UPON CONTINUED LEGISLATIVE APPROPRIATION OF FUNDS FOR THE PURPOSE OF THIS BID AND ANY RESULTING AGREEMENT. NON-AVAILABILITY OF FUNDS AT ANY TIME SHALL CAUSE ANY AGREEMENT TO BECOME VOID AND UNENFORCEABLE AND NO LIQUIDATED DAMAGES SHALL ACCRUE TO THE STATE AS A RESULT. THE STATE WILL NOT INCUR LIABILITY BEYOND THE PAYMENT OF ACCRUED AGREEMENT PAYMENT.

PRORATION:

ANY PROVISION OF A CONTRACT RESULTING FROM THIS BID TO THE CONTRARY NOTWITHSTANDING, IN THE EVENT OF FAILURE OF THE STATE TO MAKE PAYMENT HEREUNDER AS A RESULT OF PARTIAL UNAVAILABILITY, AT THE TIME SUCH PAYMENT IS DUE, OF SUCH SUFFICIENT REVENUES OF THE STATE TO MAKE SUCH PAYMENT (PRORATION OF APPROPRIATED FUNDS FOR THE STATE HAVING BEEN DECLARED BY THE GOVERNOR PURSUANT TO SECTION 41-4-90 OF THE CODE OF ALABAMA 1975), THE CONTRACTOR SHALL HAVE THE OPTION, IN ADDITION TO THE OTHER REMEDIES OF THE CONTRACT, OF RENEGOTIATING THE CONTRACT (EXTENDING OR CHANGING PAYMENT TERMS OR AMOUNTS) OR TERMINATING THE CONTRACT.

BLANK LINES:

TO EVALUATE THE BID IN AN EFFICIENT MANNER, THE VENDOR SHOULD FILL-IN ALL BLANK LINES APPLICABLE TO A SPECIFIC COMMODITY DESCRIPTION.

REQUESTED INFORMATION:

ANY ADDITIONAL INFORMATION REQUESTED FROM A VENDOR MUST BE FURNISHED WITHIN TEN (10) DAYS FROM RECEIPT OF REQUEST.

SPECIAL TERMS & CONDITIONS

VENDOR NAME :

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INVITATION TO BID

THE FOLLOWING CONFERENCES WILL BE HELD

CONFERENCE

LOCATION

MANDATORY PRE-BID CONFERENCE

DATE: 12/10/09

TIME: 1:30 PM

STATE OF ALA/ DEPT FINANCE

DIVISION OF PURCHASING

100 N UNION ST / STE 192

MONTGOMERY AL 36104

PRICE SHEET

VENDOR NAME :

VENDOR NUMBER: -

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OPEN DATE : 12/17/09 TIME: 10:00 AM

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INVITATION TO BID

LINE NO.	COMMODITY/SERVICE DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	EXTENDED AMOUNT
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UNLESS SPECIFIED OTHERWISE BELOW:

SHIP TO: 002000 / 002M00

ALABAMA ABC BOARD

ABC BOARD PROCUREMENT OFFICER

2715 GUNTER PARK DR WEST

PO BOX 1151

MONTGOMERY AL 36109

00001	COMMODITY CODE: 946-25-000000 CREDIT CARD PROCESSING SERVICE: SPECIFICATIONS ATTACHED	1	LOT		
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OTC MERCHANT SERVICE.

THIS BID IS TO ESTABLISH A CONTRACT  
FOR THE CREDIT CARD PROCESSING FOR ALL  
ABC STORE LOCATIONS IN THE STATE OF  
ALABAMA. THE BIDDER MUST PROVIDE FEE  
BREAKDOWN FOR EACH PAYMENT METHOD,  
(MASTERCARD, VISA, DISCOVERY, AND AMX  
AS WELL AS DEBIT TRANSACTIONS) AS PER THE  
ATTACHED SPECIFICATIONS.

ALL BIDDERS MUST PROVIDE PRICING IN ALL  
ITEMS BELOW BY FILLING IN BLANK LINES  
PROVIDED:

AMEX CREDIT CARD SERVICE FEE: \_\_\_\_\_ %

DISCOVER CREDIT CARD SVC. FEE: \_\_\_\_\_ %

M/C CREDIT CARD SERVICE FEE: \_\_\_\_\_ %

VISA CREDIT CARD SERVICE FEE: \_\_\_\_\_ %

AMEX TRANSACTION SERVICE FEE: \$ \_\_\_\_\_

PIN DEBIT TRANSACTIONSVC. FEE: \$ \_\_\_\_\_

UNIT COST REPLACEMENT/CAPTURE DEVICE  
(VERIPHONE MX860)

\$ \_\_\_\_\_/UNIT

UPDATE OF EXISTING CAPTURE DEVICE

\$ \_\_\_\_\_

PURCHASE /ENCRYPTION/INSTALLATION  
OF CAPTURE DEVICES (MX860) \$ \_\_\_\_\_

NOTE: ALL INITIAL SET-UP COST AND  
TEST RUNS SHALL BE RESPONSIBILITY OF  
THE VENDOR AT NO CHARGE TO ABC BOARD.

NOTE: AWARD WILL BE DETERMINED BY A  
WEIGHTED FORMULA FOR ITEMS PRICED  
ABOVE (BLANK LINES FILLED IN) WHICH IS  
DETERMINED BY AGENCY BASED ON HISTORICAL  
USAGE. AGENCY FIGURES FOR WEIGHTING OF  
% CHARGES, FEES AND UNIT COSTS WILL BE  
GIVEN TO PURCHASING AND PLACED IN BID  
FILE. FIGURES FOR WEIGHTING AND  
CALCULATION OF TOTAL BID AMOUNTS WILL  
BE PROVIDED AT THE BID OPENING.

PAGE TOTAL

PRICE SHEET

VENDOR NAME :

VENDOR NUMBER:

ITB NO. : 10-X-2214591

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INVITATION TO BID

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RETURN DATE: 12/16/09 TIME: 5:00 PM

LINE NO.	COMMODITY/SERVICE DESCRIPTION	QUANTITY UNIT	UNIT PRICE	EXTENDED AMOUNT
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THERE IS NO REASON TO FILL-IN "UNIT  
PRICE FOR THIS PARTICULAR ITB SINCE  
PRICING FOR % CHARGE, FEES & COSTS ARE  
ON BLANK LINES ABOVE (% CHARGES, FEES  
AND UNIT COST).

RETURN ORIGINAL BID AND ONE COMPLETE  
EXACT COPY OF ORIGINAL BID TO PURCHASING  
TO BE CONSIDERED FOR AWARD. READ ENTIRE  
BID - ESPECIALLY BID INSTRUCTIONS ON  
PAGE TWO.

PAGE TOTAL

BID TOTAL

\_\_\_\_\_  
\_\_\_\_\_

## **INVITATION TO BID: MERCHANT CARD PROCESSING SERVICE**

The purpose of this invitation to bid is to establish a contract with a company to serve as the merchant card (debit/credit) services company for the Alabama Alcoholic Beverage Control Board (hereafter referred to as ABC Board). The contract will be a 12 month contract with an option to extend for a second, third, fourth and fifth 12 month period with the same pricing terms and conditions. The second, third, fourth, or fifth 12 month period, if agreed by both parties, would begin the day after the first, second, third, or fourth 12 month period, respectively, expires. Any successive extension may be proposed by the awarded bidder and must have written approval of both the ABC Board and awarded bidder no later than 90 days prior to the expiration of the then current 12 month period.

All bidders who intend to provide a bid packet in response to this ITB must attend a Pre-Bid Conference in Montgomery, AL on a date and time established by State Purchasing. Information shared during this conference will be documented, provided to all attendees, and will become an addendum to the original ITB.

On line 00001 of the bid: the bidder must provide a service fee that shall be equal to a percentage of the monthly net volume for credit /debit card transactions. At a minimum Visa, MasterCard, and American Express cards will be used initially with the option for Discover credit card use upon request by the ABC Board.

On line 00002 of the bid: the bidder must provide a service fee for American Express processing.

On line 00003 of the bid: the bidder must provide a service fee for PIN Debit transactions.

On line 00004 of the bid: the bidder must provide the cost to provide, program/encrypt, and install PCI compliant signature capture device(s) as specified within.

All merchant card transactions will be accomplished by the use of PC Cash Registers (or comparable registers). All transactions will be magnetically swiped using the PC Cash Register card reading equipment or a signature capture device, transmitted for authorization, and stored electronically in the PC Cash Register. If the card reader cannot read the magnetic strip on the card, the cashier may key the credit card number and expiration date in the PC Cash Register for transmittal. If there is a problem with the transmittal, then the cashier may call to receive a voice authorization approval. The authorization number received by telephone will be keyed in the cash register and electronically stored in the PC Cash Register. ABC Board will key these telephone authorizations in later to get an electronic approval.



**To assist bidders in determining the service fee(s), the following data for the month of August 2009 is provided:**

ABC Merchant Services Trans for August 2009

All Stores

Credit Card	Debit Card	Avg Monthly Trans Per Location	Avg Trans Amount
107210	123373	1406	\$ 41.00

Wholesale Only Stores

(3)

Credit Card	Debit Card	Avg Monthly Trans Per Location	Avg Trans Amount
310	89	133	\$ 1,634.49

**The successful bidder agrees to ALL of the following provisions:**

1. Awarded bidder services must be in place and ready to process and approve transactions within 60 calendar days of award notification as based on date of Purchase Order.
2. Any equipment and software bid MUST operate with the current ABC Board point-of-sale software and hardware consisting of NCR POS Main Unit Model 7402, NCR Cash Drawer Model NCR-218981059090 hardware (also referred to as PC Cash Register) and Triversity Transactionsware 9.5x, Transaction Plus (DBS) 7.0x software.
3. There shall be no installation, set up, monthly minimum billing, or other charges except for items listed on bid price sheet.
4. Awarded bidder must be Payment Card Industry (PCI) Level 1 compliant and must provide written proof of such in bid submission.
5. Awarded bidder will ensure that the credit card network company for authorization of credit/debit transactions is Payment Card Industry (PCI) Level 1 compliant and must provide written proof of such in bid submission.
6. Awarded bidder will ensure that the credit card network company can handle the volume of sales produced by the ABC Board. Daily maximum volume is estimated at \$1.5 million and 32,000 transactions with likely increases due to

seasonal fluctuation and economic inflation influence.

7. Connection for service must be via secured broadband connection with a failover dial-up connection to ensure no loss of ability to process credit/debit transactions.
8. Each ABC Board store (currently at 165 stores with growth potential up to 200) is established as a separate Merchant and each PC Cash Register within the store has a unique identification. (Note: The merchant owner will be the awarded bidder, the unique ID is the registration number provided for Transaction Plus (DBS))
9. Awarded bidder will deposit the amount of credit card transactions to the ABC Board's designated bank account based on a 72 hour arrears method to ensure proper processing.
10. Awarded bidder will provide reports and / or queries to verify and validate deposits, transactions, invoicing, reconciliations, etc. All reports will be available either online via a secure web site or email or both. The web site must provide the ability to export/create spreadsheet format files from transaction data. All reports / queries must allow for reporting all stores or a single store for a date range (start date, end date) or a single date. The following is a list of the minimal required reports / queries:
  - a. Total credit card sales by Merchant number (ABC Store):
  - b. Retrieval of individual transactions by Merchant;
  - c. Daily electronic report via email of the total amount deposited;
  - d. Monthly invoice with the following information: Store / Merchant ID, number of sales by card type, dollar sales volume by card type, and total fees charged by card type;
  - e. Authorization report: Store / merchant ID, transaction date and time, authorization number, authorized amount, last four (4) digits of card number, card / payment type, ABC Board transaction number;
  - f. Revenue report: Store / Merchant ID, period invoice volume, period refund volume, period return volume, gross revenue, merchant revenue;
11. All transactions must be credited and/or adjusted following ABC Board reconciliation procedures. Awarded bidder must provide response to any error reported by ABC Board personnel within five business days of the original error report, unless extended time is needed by the awarded bidder and approved by the ABC Board.



12. Awarded bidder must resolve all transactions that do not match the transaction information at the register to include all contact with the customer's financial institution and any reimbursement of insufficient fund charges as a result.
13. Awarded bidder must provide electronic web based, text messaging and email alerts. Example of format below:

**Email alert of duplicate credit/debit card transactions**

Subject: ABC Duplicate Check 2009-SEP-18

Date: 2009-SEP-18

ABC Duplicate Check

SERVICE CODE|ORDERID|TRANS DATE|CREDIT CARD|AMOUNT

ABC146|5032176|18-SEP-09 12:56:31|\*5099|9

ABC146|5032195|18-SEP-09 12:57:29|\*5099|9

ABC183|5043906|18-SEP-09 18:20:26|\*1004|21.19

ABC183|5044088|18-SEP-09 18:25:08|\*1004|21.19

14. Awarded bidder must respond in person to the ABC Board Central Office located in Montgomery, AL within 2 hours of notification of issue/problem when requested. Such responder must have the authority/ability to cause the resolution or correction of such reported issue/problem.
15. Awarded bidder must retain/store credit card data necessary to research and respond to transaction challenges without requiring such by ABC Board.
16. The ability to switch to an alternative processor without requiring any change on the part of ABC Board is highly desirable. It is understood that pin based debit card use would not be available in such an instance but that using the debit card as a credit would be possible. Such switch over must take place within 10 minutes of inability of the primary processor to perform the necessary authorization to complete the transaction back to the store location. This ability is not a requirement and will not be considered during bid evaluation; however, bidder must state whether it can provide such ability.
17. Any and all training necessary must be provided by bidder and performed at the Central Office of ABC Board located in Montgomery, AL. Payment of all costs for this training will be the responsibility of the awarded bidder and are to be included in the calculation of service fees.
18. Awarded bidder must provide the ability to activate a primary point of contact (helpdesk) service available Monday through Saturday, 8 am – 12 midnight, for

reporting problems with credit card authorization and processing. Such contact must be available to both ABC Board personnel and customers via a toll free telephone number. Costs related to this possible activation are to be included in the calculation of transaction service fees.

19. Awarded bidder must provide any required update(s) to merchant card authorization processes/software (Transaction Plus (DBS) or other) on all ABC Board registers, and must perform necessary updates to signature capture devices to allow for PIN debits – awarded bidder to install and perform these updates statewide, while reporting to an ABC Board designee.

In addition, awarded bidder must provide and install Verifone MX 860 PCI compliant signature capture devices to replace all existing signature capture devices no later than June 1, 2010. All costs associated with this requirement are the responsibility of the awarded bidder. ABC Board shall have the ability to purchase any additional signature capture devices and installation of such as needed during the contract period at the unit cost as shown on the pricing sheet. Any substitution(s) must be approved in writing by ABC Board. No signature capture replacement can be begun until the ABC Board has completed an upgrade of the POS software. The anticipated completion date for such upgrade is 2/1/2010.

Bid costs should be based on the following:

- Initial # of signature capture devices – 400
- Initial # of registers – 400
- Initial # of store locations - 168

20. Awarded bidder must perform checking to prevent duplicate credit/debit card transactions and must notify the ABC Board via email within one (1) hour of possible occurrence.
21. Awarded bidder will not initiate any charge-backs, by reason of customer disputes, to ABC Board provided ABC Board has followed the proper guidelines in processing the transaction. ABC Board agrees that stores will follow appropriate procedures in order to relieve ABC Board of any obligations resulting from unauthorized sales.
22. Awarded bidder's solution must restrict use of same credit/debit card for identical transaction amount at same sales location/store within a five (5) minute timeframe if requested by the ABC Board.
23. Awarded bidder must assign a contact individual to the ABC Board to provide research on any item requested within 24 hours of transactions and to handle credits. This individual must also occasionally provide copies of transactions for stores when the ABC Board experiences a balancing problem. Problem resolution should occur within five (5) business days unless otherwise mutually



agreed upon by both parties. These services will be provided at no charge to the ABC Board.

24. Awarded bidder will be considered as the contractor for this bid. Any sub-contractor(s) must be approved in writing by the ABC Board. Resolution of any dispute with an approved subcontractor related to this bid shall be the responsibility of the awarded bidder.

Bid Price Sheet  
ABC Board  
Merchant Card Services ITB

Line	Description	Requested Info
00001	Gross Sale transaction service fee percentage.	
	American Express Credit Card	%
	Discover Credit Card	%
	MasterCard Credit Card	%
	VISA Credit Card	%
00002	Per transaction service fee for American Express	\$
00003	Per transaction service fee for PIN Debit	\$
00004	Per unit cost of replacement Veriphone MX860 Signature Capture Devices, to include encryption and installation. (Single Unit Purchases)	\$
	Updates of existing signature capture devices. (400 Units)	\$
	Purchase/encryption/installation of Veriphone MX860 signature capture devices. (400 Upgrade Units)	\$